



Sean Rogan
Executive Director

**COMMUNITY DEVELOPMENT COMMISSION
of the County of Los Angeles**

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Hilda L. Solis
Mark Ridley-Thomas
Sheila Kuehl
Don Knabe
Michael D. Antonovich
Commissioners

ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

May 05, 2015

The Honorable Board of Commissioners
Community Development Commission
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

1-D

May 5, 2015


PATRICK OGAWA
ACTING EXECUTIVE OFFICER

Dear Commissioners:

**AUTHORIZATION TO PURCHASE NETWORK TELECOMMUNICATIONS SERVICES FROM
AT&T
(ALL DISTRICTS) (3 VOTE)**

**CIO RECOMMENDATION: APPROVE (X) APPROVE WITH MODIFICATION ()
DISAPPROVE ()**

SUBJECT

This letter is requesting approval to purchase Wide Area Network services including: Data (Virtual Private Network), Voice (IPFlex) and Managed Internet Services for the Community Development Commission.

IT IS RECOMMENDED THAT THE BOARD:

1. Approve and authorize the Executive Director, or his designee, to execute, amend, and, if necessary, terminate Authorizations To Order Under State Contracts (ATOs) and all related documents with AT&T to purchase network telecommunications services for the Community Development Commission (Commission), for a term not to exceed five years, at a yearly cost of \$184,000, for a total of up to \$921,340, which includes all applicable Federal, State, and local charges, and a one-time cost of \$1,340, for the Wide Area Network (WAN) implementation.
2. Authorize the Executive Director to expend up to an additional ten percent contingency of \$92,134 for unforeseen additional services as required. The maximum contract sum for all five years of WAN services, plus network installation and ten percent contingency, is \$1,013,474.

3. Find that the purchase of network telecommunications services through AT&T is not subject to the California Environmental Quality Act (CEQA) because it is not defined as a project under CEQA and does not have the potential for causing a significant effect on the environment.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The purpose of this action is to purchase network telecommunications services through AT&T for the Commission's data, voice, and Internet connectivity. The Commission's WAN, the infrastructure that links the various Commission facilities for the exchange of electronic information, utilizes high-speed network technology that is owned and operated by the Commission, and currently serviced by CenturyLink. The Commission wishes to utilize the network services from AT&T via a State-developed Master Services Agreement (MSA), known as California Integrated Information Network (CALNET) 3, which was established between the State of California (State) and AT&T for voice and data services.

The Commission will receive a complete suite of integrated voice, data, and Internet services at a competitive rate with invoicing and reporting capabilities, and a customized portal program for direct customer service solutions. AT&T, as a prior provider of these services to the Commission, is familiar with the Commission's WAN, which should provide for a seamless transition in voice, data and Internet services.

FISCAL IMPACT/FINANCING

There is no impact to the County General Fund. The five year total of \$921,340 reflects an annual cost of up to \$184,000, which includes the monthly service charges for data, voice, and Internet connectivity, along with all applicable Federal, State and local charges. A one-time non-recurring cost of up to \$1,340 will be charged for the WAN implementation. A \$92,134 (ten percent) contingency is requested for unforeseen additional services as needed. The Commission will be using General Fund Bond Proceeds to pay for these services. Funding will be included in the Commission's Fiscal Year (FY) 2015-2016 Proposed Budget and all future fiscal years' budgets as needed.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The State-developed MSA was competitively bid by the State, and is available for use by all government entities in California. AT&T and the State have entered into the CALNET 3 Contract on November 15, 2013 for a term of five years, plus two additional one (1) year options. CALNET 3 provides a comprehensive array of telecommunications and network services to public entities throughout the State. CenturyLink is the current provider of the data, voice and Internet services for the Commission. Commission staff has found that AT&T can provide these services at better prices.

The Commission's current contract with CenturyLink expires on June 30, 2015. The Commission and CenturyLink are negotiating a short term agreement to ensure services are provided past the term of the existing contract and until the AT&T network is built, properly tested and ready for implementation. The Commission's current contract with Century Link and the proposed new contract with AT&T will have a brief overlap as staff will need to work with AT&T to set up the system. Due to the fact that the cost is based on usage, the Commission will begin incurring service costs from AT&T as soon as the system is switched over. The implementation services will begin upon Board approval and executed signed ATOs. The estimated time frame for implementation is

four months at which time the switch over would occur and costs would start for AT&T while we work on terminating our connectivity with Centurylink.

All local government entities in California wishing to utilize a CALNET 3 Contract must complete an ATO. In this case, two ATOs are required; one for voice, and one for data and network. The CALNET 3 contract and ATOs deviate from the Commission's standard contract, and will not be including all of the Board mandated terms and conditions, including but not limited to; Safely Surrendered Baby Law, County Defaulted Property Tax Reduction Program, Termination for Improper Consideration, Jury Service Program, or Determination of Proposer Responsibility.

The State Department of Technology Services CALNET 3 Contract has been reviewed and approved as to form by County Counsel as well as the Commission's Procurement and Risk Management Departments. It has been determined that it complies with all applicable laws, statutes, rules, regulations, and order of the United States and the State of California.

The Chief Information Office (CIO) has reviewed this request and recommends approval. The CIO Analysis is attached (Attachment A). The ATOs have been reviewed by County Counsel, and are attached in substantially final form (Attachment B).

ENVIRONMENTAL DOCUMENTATION

Computer software purchases are exempt from the National Environmental Policy Act pursuant to 24 Code of Federal Regulations, Part 58, Section 58.35 (b)(3), because they involve activities that will not have a physical impact on or result in any physical changes to the environment. These activities are not subject to the provisions of CEQA pursuant to State CEQA Guidelines 15060(c)(3) and 15378, because they are not defined as a project under CEQA and do not have the potential for causing a significant effect on the environment.

CONTRACTING PROCESS

The network telecommunication services, AT&T Virtual Private Network, Managed Internet Services, and Internet Protocol Flexible, are available by CALNET 3 through a competitive process. The Commission is able to receive the discounted rate under the CALNET3. The CALNET3 is a comprehensive collection of integrated enterprise network services with AT&T. The CALNET3 has ongoing and annual reviews of pricing and service functionality to ensure rates and services remain cost-effective and technologically competitive throughout the agreed term.

The procurement process was conducted in accordance with the Commission's Procurement Policies and Procedures.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

The purchase of these services from AT&T will provide the Commission with a complete suite of integrated voice, data, and Internet services at a competitive rate, and increased bandwidths to remote sites, increasing productivity, and efficiency.

The Honorable Board of Commissioners

5/5/2015

Page 4

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Sean Rogan", followed by a horizontal line.

SEAN ROGAN

Executive Director

SR:MF:mr

Enclosures

Reviewed by:

A handwritten signature in black ink, appearing to read "Richard Sanchez", written in a cursive style.

RICHARD SANCHEZ

Chief Information Officer



RICHARD SANCHEZ
CHIEF INFORMATION OFFICER

Office of the CIO
CIO Analysis

NUMBER:

CA15-04

DATE:

3/2/2015

SUBJECT:

**AUTHORIZATION TO PURCHASE NETWORK
TELECOMMUNICATIONS SERVICES FROM AT&T**

RECOMMENDATION:

☒ Approve☐ Approve with Modification☐ Disapprove

CONTRACT TYPE:

☒ New Contract☐ Sole Source☐ Amendment to Contract #: Enter contract #.☐ Other: Describe contract type.

CONTRACT COMPONENTS:

☐ Software☐ Hardware☒ Telecommunications☒ Professional Services

SUMMARY:

Department Executive Sponsor: Sean Rogan, Executive Director, Community Development Commission

Description: Community Development Commission (Commission) is requesting approval of Internet and Wide Area Network (WAN) services for a term not to exceed 48 months.

Contract Amount: \$1,013,474

Funding Source: U.S. Department of Housing and
Urban Development (HUD)

☐ Legislative or Regulatory Mandate☐ Subvened/Grant Funded:

**Strategic and
Business Analysis**

PROJECT GOALS AND OBJECTIVES:



The purchase of AT&T's Internet services will provide the Commission with reliable WAN connectivity services for voice, data, Internet, and linking various Commission facilities.

BUSINESS DRIVERS:

The Commission experienced problems with bandwidth, billing and customer support with their current vendor, CenturyLink's Internet and WAN services.

CenturyLink's current contract cost of \$19,000 per month expires on June 30, 2015. The replacement of the current CenturyLink contract with AT&T services will restore reliable Internet and WAN services for the Commission at a savings of \$3,000 per month. With AT&T, the Commission is also receiving additional bandwidth at all but two sites.

	<p>PROJECT ORGANIZATION: The AT&T installation will be supervised by the Commission's Information Technology Section.</p> <hr/> <p>PERFORMANCE METRICS: The Statement of Work for the installation and ongoing services has performance metric for AT&T to meet.</p> <hr/> <p>STRATEGIC AND BUSINESS ALIGNMENT: This purchase supports the County of Los Angeles' (County's) Strategic Plan Goal 1 – Operational Effectiveness. It is also in alignment with the Commission's business objectives and the Chief Information Office's Strategic Directions; particularly, in the area of infrastructure modernization.</p> <hr/> <p>PROJECT APPROACH: The Commission will receive a complete suite of integrated voice, data and Internet services, invoicing and reporting capabilities, and a customized portal program at a competitive rate.</p> <hr/> <p>ALTERNATIVES ANALYZED: AT&T was selected via the State of California Department of Technology Services Master Services Agreement, CALNET 3 Contract. The Commission reviewed the procurement process to ensure that it met HUD's Common Rule (24 CFR 85.36) for HUD projects.</p>														
Technical Analysis	<p>ANALYSIS OF PROPOSED IT SOLUTION: The AT&T installation will be supervised by the Commission's Information Technology Section. No problems are anticipated with the installation.</p>														
Financial Analysis	<p>BUDGET:</p> <table> <tr> <td colspan="2">Contract costs</td></tr> <tr> <td>Services</td><td>\$ 920,000</td></tr> <tr> <td colspan="2">One time costs:</td></tr> <tr> <td>Installation</td><td>\$ 1,340</td></tr> <tr> <td>Sub-total Contract Costs:</td><td>\$ 921,340</td></tr> <tr> <td>Pool Dollars:</td><td>\$ 92,134</td></tr> <tr> <td> Total contract costs:</td><td> \$1,013,474</td></tr> </table> <p>Funding is included in the Commission's FY 2015-16 Adopted Budget utilizing General Fund Bond Proceeds. There is no impact on the County General Fund.</p>	Contract costs		Services	\$ 920,000	One time costs:		Installation	\$ 1,340	Sub-total Contract Costs:	\$ 921,340	Pool Dollars:	\$ 92,134	 Total contract costs:	 \$1,013,474
Contract costs															
Services	\$ 920,000														
One time costs:															
Installation	\$ 1,340														
Sub-total Contract Costs:	\$ 921,340														
Pool Dollars:	\$ 92,134														
 Total contract costs:	 \$1,013,474														

Risk Analysis	RISK MITIGATION: The risk associated with the installation of AT&T's Internet and WAN services is minimal, since this is a standard service offering governed by the requirements and Service Level Agreement established by the State's CALNET 3 Contract.
CIO Approval	PREPARED BY:  Gene Franklin Sr., Sr. Associate CIO 04/09/15 Date APPROVED:  Richard Sanchez, Chief Information Officer 4-9-15 Date

Please contact the Office of the CIO (213.253.5600 or info@cio.lacounty.gov) for questions concerning this CIO Analysis. This document is also available online at <http://ciointranet.lacounty.gov/>

AUTHORIZATION TO ORDER UNDER STATE CONTRACT

AT&T and the State of California ("State") have entered into a Contract for CALNET 3 Statewide Contract A (SWC-A), **C3-A-12-10-TS-01**, for the following Subcategories and terms. The State may, at its sole option, elect to extend the Contract term for up to the number of additional periods of one (1) year each as indicated below.

<u>Subcategory</u>	<u>Contract Award</u>	<u>Contract End</u>	<u>1 year Optional Extensions</u>
1.1 Dedicated Transport	November 15, 2013	June 30, 2018	2
1.2 MPLS, VPN and Converged VoIP	November 15, 2013	June 30, 2018	2
1.3 Standalone VoIP	November 15, 2013	June 30, 2018	2
1.4 Long Distance Calling	November 15, 2013	June 30, 2018	2
1.5 Toll-Free Calling	November 15, 2013	June 30, 2018	2
1.6 Legacy Telecommunications	November 15, 2013	June 30, 2017	3

Pursuant to the Contract, which is incorporated herein by reference, any public agency, as defined in Government Code section 11541, is allowed to order services and products ("Services") solely as set forth in the Contract.

A non-State public Entity (herein "Non-State Entity") shall also be required to complete and submit this Authorization to Order (ATO) Under State Contract prior to ordering Services. A description of the Service(s), applicable rates and charges and the specific terms and conditions under which the Service(s) will be provided to a Non-State Entity are fully set forth in the Contract. Access to the Contract is available at <http://marketing.dts.ca.gov/calnet3/>.

Community Development Commission of the County of Los Angeles ("Non-State Entity") desires to order Service(s), and Contractor agrees to provide such Service(s), as identified in the State of California, Telecommunications Service Request (Form. 20), pursuant to the terms and conditions and rates contained in the Contract.

E-Rate Customers

Only complete if applying for E-Rate funding:

Insert Non-State Entity Name here intends to seek Universal Service Funding (E-Rate) for eligible services provided under this ATO.

The Service(s) ordered under this ATO shall commence on **Insert Month, Date, Year** ("Service Date"). Upon the Service Date, this ATO supersedes and replaces any applicable serving arrangements between Contractor and Non-State Agency for the Service(s) being ordered under this ATO.

This ATO shall become effective upon execution by Non-State Entity, Contractor, and the Office of Technology Services, Statewide Telecommunications and Network Division (OTech/STND). No Service(s) shall be ordered by Non-State Entity or provided by Contractor until this ATO has been executed by both parties and approved by OTech/STND.

By executing this ATO, Non-State Entity agrees to subscribe to the selected services, and Contractor agrees to provide selected services, in accordance with the terms and conditions of this ATO and the Contract. Upon execution of this ATO by Non-State Entity and Contractor, Contractor shall deliver this ATO to OTech/STND for review and approval. The State may, at its sole discretion, revoke any applicable previously approved ATO.

The OTech/STND will provide Contract management and oversight, and upon request by the Non-State Entity or Contractor, will advocate resolving any Contract service issues. The ATO, and any resulting Form 20, is a Contract between the Non-State Entity and the Contractor. The State will not represent the Non-State Entity in resolution of litigated disputes between the parties.

Non-State Entity may terminate this ATO, for specific Service(s) or in total, prior to termination of the Contract, by providing the Contractor with thirty (30) calendar days' of written notice of cancellation. This ATO shall not exceed the term of the CALNET 3 Contract.

Non-State Entity, upon execution of this ATO, certifies that Non-State Entity understands that Contractor and the State may, from time to time and without Non-State Entity's consent, amend the terms and conditions of the Contract thereby affecting the terms of service Non-State Entity receives from Contractor.

Non-State Entity, upon execution of this ATO, certifies that it has reviewed the terms and conditions, including the rates and charges, of the Contract.

Non-State Entity, upon execution of this ATO, certifies the Non-State Entity understands that billing invoices for Service(s) subscribed to under the Contract are subject to review and/or audit by the State, pursuant to provisions of the Contract.

All Service(s) ordered under this ATO will be submitted using the Form 20, signed by the Non-State Entity's authorized signatory. Any additions or deletions to Service(s) shall likewise be accomplished by submission of a Form 20, noting changes. The Non-State Entity understands that Form 20s are subject to review by the CALNET 3 CMO to ensure contract compliance.

Non-State Entity, upon execution of this ATO, certifies the Non-State Entity understands that the Contractor shall provide CALNET 3 CMO all data, reports, and access to trouble tickets for Service(s) subscribed to under the Contract, pursuant to provisions of the Contract.

Non-State Entity may, by placing Service orders issued by its duly authorized representative with Contractor, order any of the Service(s) listed in the Contract and selected below. Contractor shall bill Non-State Entity, and Non-State Entity shall pay Contractor according to the terms and conditions and rates set forth in the Contract for such Service(s).

ATTACHMENT 4 – AUTHORIZATION TO ORDER (ATO)

Page 3 of 5

Whenever any notice or demand is given under this Contract to Contractor or Non-State Entity, the notice shall be in writing and addressed to the following:

Non-State Entity:

Community Development Commission of the
County of Los Angeles

700 W. Main Street

Alhambra, CA 91801

Attn: Sean Rogan, Executive Director

626-262-4511

Contractor:

AT&T

2700 Watt Avenue, Room 1213

Sacramento, CA 95821

Attn: Contract Program Manager

Notices delivered by overnight courier service shall be deemed delivered on the day following mailing. Notices mailed by U.S. Mail, postage prepaid, registered or certified with return receipt requested, shall be deemed delivered five (5) State business days after mailing. Notices delivered by any other method shall be deemed given upon receipt.

IN WITNESS WHEREOF, the parties hereto have caused this ATO to be executed on the date shown below by their respective duly authorized representatives:

NON-STATE ENTITY	CONTRACTOR
By: Authorized Signature	By: Authorized Signature
Printed Name and Title of Person Signing	Printed Name and Title of Person Signing
Date Signed:	Date Signed:

Approved By:

State of California

Department of Technology,

Statewide Telecommunications and Network Division

By: Authorized Signature
Printed Name and Title of Person Signing
Date Signed:

Community Development Commission of the County of Los Angeles

Select services for

	<u>AT&T C3-A-12-10-TS-01</u>	
Selected Services	Dedicated Transport Subcategory 1.1	Customer Initials
<input type="checkbox"/>	Carrier DS0 Service	
<input checked="" type="checkbox"/>	Carrier DS1 Service	
<input checked="" type="checkbox"/>	Carrier DS3 Service	
<input checked="" type="checkbox"/>	ISDN Primary Rate Interface Service	
<input checked="" type="checkbox"/>	Extended Demarcation Wiring Service	
<input checked="" type="checkbox"/>	Services Related Hourly Support	
Selected Services	Multi-Protocol Label Switching (MPLS) Subcategory 1.2	Customer Initials
<input checked="" type="checkbox"/>	MPLS Port Transport Speed Service	
<input checked="" type="checkbox"/>	MPLS Port & Access Bundled Transport Speed Service	
<input checked="" type="checkbox"/>	MPLS Port, Access & Router Bundled Transport Speed Service	
<input checked="" type="checkbox"/>	MPLS Port, Access & Router Bundled On-Net Transport Speed Service	
<input checked="" type="checkbox"/>	MPLS Port, Access & Router Bundled Off-Net Transport Speed Service	
<input checked="" type="checkbox"/>	MPLS Port, Access & Router Bundled Ethernet On-Net Transport Speed Service	
<input checked="" type="checkbox"/>	MPLS Port, Access & Router Bundled Ethernet Off-Net Transport Speed Service	
<input checked="" type="checkbox"/>	Converged VoIP Service	
<input checked="" type="checkbox"/>	Converged Voice Mail Service	
<input checked="" type="checkbox"/>	Audio Conferencing Service	
<input checked="" type="checkbox"/>	Session Initiated Protocol (SIP) Trunking Service	
<input checked="" type="checkbox"/>	Extended Demarcation Wiring Services	
<input checked="" type="checkbox"/>	Services Related Hourly Support	
Selected Services	Standalone Voice over Internet Protocol (VoIP) Subcategory 1.3	Customer Initials
<input checked="" type="checkbox"/>	Standalone VoIP Service	
<input checked="" type="checkbox"/>	VoIP Voice Mail Service	
<input checked="" type="checkbox"/>	Audio Conferencing Service	
<input checked="" type="checkbox"/>	Extended Demarcation Wiring Services	
<input checked="" type="checkbox"/>	Services Related Hourly Support	

Selected Services	Long Distance Calling Subcategory 1.4	Customer Initials
<input checked="" type="checkbox"/>	Long Distance Network Access Transport Service	
<input checked="" type="checkbox"/>	Long Distance Domestic Calling Service	
<input checked="" type="checkbox"/>	Long Distance International Calling Service	
<input checked="" type="checkbox"/>	Calling Cards	
<input checked="" type="checkbox"/>	Operator Services	
<input checked="" type="checkbox"/>	Audio Conferencing Service	
<input checked="" type="checkbox"/>	Extended Demarcation Wiring Services	
<input checked="" type="checkbox"/>	Services Related Hourly Support	
Selected Services	Toll Free Calling Subcategory 1.5	Customer Initials
<input checked="" type="checkbox"/>	Toll Free Network Access Transport Service	
<input checked="" type="checkbox"/>	Toll Free Domestic Service	
<input checked="" type="checkbox"/>	International Toll Free Service	
<input checked="" type="checkbox"/>	Extended Demarcation Wiring Services	
<input checked="" type="checkbox"/>	Services Related Hourly Support	
Selected Services	Legacy Telecommunications Subcategory 1.6	Customer Initials
<input checked="" type="checkbox"/>	Business Access Line Service	
<input checked="" type="checkbox"/>	Central Office Exchange Service	
<input checked="" type="checkbox"/>	Central Office Trunk Service	
<input checked="" type="checkbox"/>	Intra-LATA Calling	
<input checked="" type="checkbox"/>	Locally Based Automatic Call Distributor (ACD)	
<input checked="" type="checkbox"/>	Voice Mail Services	
<input checked="" type="checkbox"/>	Analog Service	
<input type="checkbox"/>	ISDN Basic Rate Interface (BRI) Service	
<input type="checkbox"/>	Frame Relay Service	
<input type="checkbox"/>	Asynchronous Transfer Mode (ATM) Service	
<input checked="" type="checkbox"/>	Extended Demarcation Wiring Services	
<input checked="" type="checkbox"/>	Station Wiring	
<input checked="" type="checkbox"/>	Services Related Hourly Support	

AUTHORIZATION TO ORDER UNDER STATE CONTRACT

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<u>Category/Subcategory</u>	<u>Contract Award</u>	<u>Contract End</u>	<u>1 year Optional Extensions</u>
2 Network Based Web Conferencing	March 26, 2014	June 30, 2018	2
3 Metropolitan Area Network (MAN) Ethernet	March 26, 2014	June 30, 2018	2
4.2 SONET – Point-to-Point Connectivity	March 26, 2014	June 30, 2018	2
5 Managed Internet Services	March 26, 2014	June 30, 2018	2
6.1 Hosted IVR/ACD Services	March 26, 2014	June 30, 2018	2
7 Network Based Managed Security	March 26, 2014	June 30, 2018	2

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ordered under this ATO.

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Non-State Entity may, by placing Service orders issued by its duly authorized representative with Contractor, order any of the Service(s) listed in the Contract and selected below. Contractor shall bill Non-State Entity, and Non-State Entity shall pay Contractor according to the terms and conditions and rates set forth in the Contract for such Service(s).

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Non-State Entity:

Community Development Commission of the
County of Los Angeles

700 W. Main Street

Alhambra, CA 91801

Attn: Sean Rogan, Executive Director

626-262-4511

Contractor:

AT&T

2700 Watt Avenue, Room 1213

Sacramento, CA 95821

Attn: Contract Program Manager

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NON-STATE ENTITY	CONTRACTOR
By: Authorized Signature	By: Authorized Signature
Printed Name and Title of Person Signing Sean Rogan, Executive Director	Printed Name and Title of Person Signing
Date Signed:	Date Signed:

Approved By:

State of California

Department of Technology,

Statewide Telecommunications and Network Division

By: Authorized Signature
Printed Name and Title of Person Signing
Date Signed:

Community Development Commission of the County of Los Angeles

Select services for

	<u>AT&T C3-B-12-10-TS-01</u>	
Selected Services	Network Based Web Conferencing Category 2	Customer Initials
<input checked="" type="checkbox"/>	Web Conferencing	
Selected Services	Metropolitan Area Network (MAN) Ethernet Category 3	Customer Initials
<input checked="" type="checkbox"/>	Metropolitan Area Ethernet (MAE) Services	
<input checked="" type="checkbox"/>	Extended Demarcation Wiring Services	
<input checked="" type="checkbox"/>	Services Related Hourly Support	
Selected Services	SONET – Point-to-Point Connectivity Subcategory 4.2	Customer Initials
<input type="checkbox"/>	SONET Point-to-Point Services (SPPS)	
<input type="checkbox"/>	Extended Demarcation Wiring Services	
<input type="checkbox"/>	Services Related Hourly Support	
Selected Services	Managed Internet Services Category 5	Customer Initials
<input checked="" type="checkbox"/>	Internet Flat Rate (InFRa) Service	
<input checked="" type="checkbox"/>	Internet Flat Rate with Managed Router (InFRaM) Service	
<input checked="" type="checkbox"/>	Internet Sustained Bandwidth Ethernet Transport (InSBET) Service	
<input checked="" type="checkbox"/>	Internet Sustained Bandwidth Ethernet Port (InSBEP) Service <i>InSBET 100-Base-TX 2 Mbps through 1000-Base-SX/LX 1000 Mbps Ethernet Transport (NOT to be provisioned with InSBET 10G-Base-LSR 10,000 Mbps Ethernet Transport)</i>	
<input checked="" type="checkbox"/>	Internet Sustained Bandwidth Ethernet Port (InSBEP) Service <i>InSBET 10G-Base-LSR 10,000 Mbps (to be provisioned with InSBET 10G-Base-LSR 10,000 Mbps Ethernet Transport)</i>	
<input checked="" type="checkbox"/>	Internet Sustained Bandwidth Ethernet Port with Managed Router (InSBEPM) Service <i>InSBET 100-Base-TX 2 Mbps through 1000 Mbps Ethernet Transport (NOT to be provisioned with InSBET 10G Ethernet Transport)</i>	
<input checked="" type="checkbox"/>	Internet Sustained Bandwidth Ethernet Port with Managed Router (InSBEPM) Service <i>(to be provisioned with InSBET 10G Ethernet Transport)</i>	
<input checked="" type="checkbox"/>	Extended Demarcation Wiring Services	
<input checked="" type="checkbox"/>	Services Related Hourly Support	
Selected Services	Hosted IVR/ACD Services Subcategory 6.1	Customer Initials
<input checked="" type="checkbox"/>	Network Based Contact Center (NBCC) General Features	
<input checked="" type="checkbox"/>	Network Based Automatic Call Distributor (NBACD) Basic Agent Package	
<input checked="" type="checkbox"/>	Network Based Automatic Call Distributor (NBACD) Supervisor's Package	
<input checked="" type="checkbox"/>	NBACD System Administrator Software Package	
<input checked="" type="checkbox"/>	Network Based Interactive Voice Response (NBIVR) Services	

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Select services for

	Network Based Managed Security Category 7	Customer Initials
<input checked="" type="checkbox"/>	Distributed Denial of Services (DDoS) Detection and Mitigation	
<input checked="" type="checkbox"/>	Email Monitoring and Scanning Service	
<input checked="" type="checkbox"/>	Web Security and Filtering Service	
<input checked="" type="checkbox"/>	Security Information and Event Management (SIEM)	